



Consolidated Bank of Kenya Ltd is Kenya's SME bank of choice that provides flexible financial solutions that support our customers in achieving success. The Bank is well positioned, with presence in majority of the country's business hubs to continually offer pleasant and convenient services. We seek to recruit a high caliber, results oriented and self-driven individual to fill the position of **Officer -Digital Banking**.

OFFICER -DIGITAL BANKING

Job Purpose

Reporting to the Manager-Digital Banking, the Officer- Digital Banking will be responsible for the development of digital products; review of strategic business challenges and provide support to Business, compile and schedule requests for mobile and online banking. The officer will also be required to conduct market research, review processes, customer documentation, activities for enhancements, maintenance and creating a customer focused user experience.

Key Responsibilities

- Champion and gain buy-in for the bank's products strategy, product vision and roadmap from partner teams through collaboration, documentation, and negotiation that effectively influences peers and senior management.
- Development of superior user experience and processes on the bank's digital channels.
- Execute product implementation between Business, Operations, Technology & all third parties.
- Support product launches to ensure go-to market plans are effective and will deliver the planned performance indicators – financial and customer targets.
- Develop work plans for new and improved capabilities, together with internal and external partners and maintain service levels agreements with relevant functions and third parties.
- Prepare Management reports and monitor the digital channels use through effective performance monitoring.
- Offer support to the sales teams and other partners to ensure products and programs achieve the Banks targeted ROI.

Qualifications and Competencies

- A Bachelor's degree preferably in Computer Science; Technology or related field.
- Certification in Product Development/ Project Management/ AGILE Methodologies and Practices.
- At least 3 years' experience in product development with specific experience in Digital Product development.
- Delivery of financial products and services in a high growth environment.
- Building relationships, networks & Managing teams.
- Experience in Mobile Money or Payments Platform Support and Project Management will be advantageous.

Method of Application

Please note that applications with the position applied for clearly indicated on top of the envelope together with a detailed Curriculum vitae and copies of academic and professional certificates, should be **HAND DELIVERED** or sent through **COURIER/POST OFFICE** to the Bank's Head Office located at Consolidated Bank House, Koinange Street, 6th Floor on or before **Tuesday, 26th May 2026** at **5.00 pm** and addressed to:

**The Head of Human Resources
Consolidated Bank of Kenya Limited
P.O. Box 51133 - 00200
NAIROBI**

Consolidated Bank of Kenya Limited is an equal opportunity employer. Women and persons with disabilities are encouraged to apply.